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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Art Unit: 2665

Examiner: Steven H.D. Nguyen

In Re: Yuri Shtivelman et al.  
Case: P3253C1  
Serial No.: 09/903,022  
Filed: 07/10/2001  
Subject: Apparatus and Methods Enhancing Call Routing to and Within Call Centers

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

## **Amendment A**



Method of Transmission: EL996731865US

CASE DOCKET NO. P3253C1

In reference to application of Yuri Sthivelman et al.

Serial No. 09/903,022

For Apparatus and Methods Enhancing Call Routing to and within Call Centers

Sir:

Transmitted herewith is and an amendment in the above-identified application, under 37 C.F.R. 1.312.

- ☐ No additional fee is required.  
☐ Applicant claims Small entity status under 37 CFR 1.27.  
☒ The fee has been calculated as shown below.

**** CLAIMS AS AMENDED ****							
(1)	(2) Claims Remaining After Amendment	(3)	(4) Highest No. Paid For Previously	(5) Present Extra	(6) Rate Small Entity	(7) Rate Large Entity	(8) Additional Fee
Total Claims	8	Minus	** 20	0	\$ 25	\$ 50	\$ 0.00
Indep Claims	4	Minus	*** 4	0	\$ 100	\$ 200	\$ 0.00
<input type="checkbox"/> First presentation of a multiple dependent claim					\$ 0	\$ 0	\$ 0.00
<input type="checkbox"/> Terminal Disclaimer Fees							\$ 0.00
Extension Fee	<input type="checkbox"/> 1st Month		<input checked="" type="checkbox"/> 2nd Month		<input type="checkbox"/> 3rd Month		\$ 450.00
Total additional for claims, time extensions and disclaimer fees							\$ 450.00

\*\* If the "highest Number Previously Paid For" in this space is less than 20, write "20" in this space.

\*\*\* If the "highest Number Previously Paid For" in this space is less than 3, write "3" in this space.

\*\*\*\* Multiple dependencies, if any, included in the above calculation.

\* If the entry in column 2 is less than the entry in column 4, write "0" in column 5.

- ☒ A check in the amount of 450.00 is attached.
- ☐ Charge \$ 0.00 to deposit account 50-0534 . (A duplicate of this sheet is enclosed)
- ☒ Please charge any additional fees or credit overpayment to Deposit Account 50-0534 . A duplicate of this sheet is enclosed.

Respectfully Submitted,

Donald R. Boys  
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